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October 17, 2002

**Ex Parte Presentation**

Marlene H. Dortch
Secretary
Federal Communications Commission
445 12th Street, S.W.
Washington, D.C. 20554

Re:  *Application by SBC Communications Inc., et al. for Provision of In-Region, InterLATA Services in California*, WC Docket No. 02-306

Dear Ms. Dortch:

On behalf of SBC Communications Inc. ("SBC"), I am enclosing two documents prepared at the request of Commission staff: a table containing the relevant rates for caged collocation in both Texas and California, and a table containing the relevant rates for cageless collocation in both Texas and California. *See* Attachment 1. In addition, I am enclosing two letters, one of which itself includes attachments, that SBC provided yesterday to the Department of Justice. *See* Attachment 2.

In accordance with the Commission's Public Notice in this docket, DA 02-2333 (Sept. 20, 2002), SBC is filing this letter and its attachments electronically through the Commission's Electronic Comment Filing System. Thank you for your assistance in this matter.

Yours truly,

Colin S. Stretch

Attachments

cc:  Renée R. Crittendon
Tracey Wilson
Rhonda Lien
Lauren Fischbein
Brianne Kucerik
Phyllis White
Qualex International

# ATTACHMENT 1

## Caged Collocation

| | TEXAS | | | CALIFORNIA | | |
|---|---|---|---|---|---|---|
| | UNIT | NON-RECURRING | MONTHLY RECURRING | UNIT | NON-RECURRING | MONTHLY RECURRING |
| **REAL ESTATE** | | | | | | |
| Land & Building Charge | Per Cage Square Foot | NA | $6.24 | Per 100 sq ft cage | NA | $1,211.67 |
| Cable Racking Charge | Per Cage Square Foot | NA | $0.38 | Per 100 sq ft cage | NA | $25.59 |
| **PLANNING** | | | | | | |
| Central Office Planning | Per Square Foot | NA | $0.22 | Per 100 sq ft cage | NA | $17.30 |
| Planning - Initial | Per Request | $3,536.95 | NA | Per Request | $3,584.48 | NA |
| Planning - Subsequent | Per Request | $1,224.33 | NA | Per Request | $1,240.78 | NA |
| **POWER PROVISIONING** | | | | | | |
| **Power Cable and Infrastructure:** | | | | | | |
| 2-20 Amp Feeds | Per 2-20 Amp Power Feeds | $389.03 | NA | Per 2-20 Amp Power Feeds | $172.86 | NA |
| 2-50 Amp Feeds | Per 2-50 Amp Power Feeds | $643.12 | NA | Per 2-50 Amp Power Feeds | $225.47 | NA |
| 2-100 Amp Feeds | Per 2-100 Amp Power Feeds | $2,525.18 | NA | Per 2-100 Amp Power Feeds | $293.87 | NA |
| **Equipment Grounding:** | | | | | | |
| Physical Grounding | Per Cage Square Foot | NA | $0.04 | Per 100 sq ft cage | NA | $5.01 |
| **POWER CONSUMPTION** | | | | | | |
| HVAC | Per 10 Amps | NA | $4.01 | Per 10 Amps | NA | $5.55 |
| DC Plant | Per Amp | NA | $7.38 | Per Amp | NA | $5.70 |
| AC Usage | Per Amp | NA | $2.12 | Per Amp | NA | $4.70 |
| **FIBER CABLE PLACEMENT** | | | | | | |
| **Central Office:** | | | | | | |
| Entrance Fiber Cable/Rack, Hole | Per Fiber Cable Sheath | $879.26 | $3.29 | Per cable | $1,107.76 | $2.57 |
| Conduit Space/Structure Charge | Per Innerduct | NA | $1.17 | Per ft. innerduct | NA | $0.0156 |
| **MISCELLANEOUS COSTS** | | | | | | |
| Security Cards (New & Replacement) | Per Five Cards | $84.83 | NA | Per Request (Assumes 5 Cards) | $93.95 | NA |
| **CAGE COSTS** | | | | | | |
| Cage Preparation | Per Cage Square Foot | NA | $1.02 | Per 100 sq ft cage | NA | $62.72 |
| **ILEC TO CLEC CONNECTION** | | | | | | |
| Voice Grade/DS0 Arrangements | 100 Copper Pairs | $1,205.78 | $6.39 | | see note* | see note* |
| Voice Grade Arrangement | 100 Shielded Pairs | $2,817.00 | $12.76 | | see note* | see note* |
| DS1 Arrangement - DCS | 28 DS1 | $1,830.99 | $173.22 | | see note* | see note* |
| DS1 Arrangement - DSX | 28 DS1 | $1,830.99 | $30.95 | | see note* | see note* |
| DS3 Arrangement - DCS | 1 DS3 | $467.89 | $173.22 | | see note* | see note* |
| DS3 Arrangement - DSX | 1 DS3 | $467.89 | $12.79 | | see note* | see note* |
| Optical Arrangement | 12 Fiber Pairs | $3,377.87 | $8.64 | Connection to FDF/Per Cable | $2,656.01 | NA |
| Rack, Hole and FDF | | NA | NA | Per Cable | NA | $7.78 |
| **CLEC TO CLEC CONNECTION** | | | | | | |
| Cable Racking and Hole for Optical | | NA | NA | Per Cable | NA | $0.79 |
| Cable Racking and Hole for DS1 or DS3 | | NA | NA | Per Cable | NA | $0.71 |
| Copper Cable | 28 DS1 | $1,830.99 | $0.78 | Per 28 Ckt (28 DS1) | $1,439.70 | NA |
| Coax Cable | 1 DS3 | $467.89 | $0.78 | Per 1 Ckt (one DS3) | $367.90 | NA |
| Fiber Cable | 12 Fibers | $2,933.42 | $1.25 | Per cable (Cable = 12 fibers) | $2,306.54 | NA |

NOTE: In California, the collocation interconnect cabling is not recovered through collocation rate elements. The collocation interconnect cabling is included in the Expanded Interconnection Services Cross Connect (EISCC) on a per circuit basis.

# Cageless Collocation

| | TEXAS | | | CALIFORNIA | | |
|---|---|---|---|---|---|---|
| | UNIT | NON-RECURRING | MONTHLY RECURRING | UNIT | NON-RECURRING | MONTHLY RECURRING |
| **REAL ESTATE** | | | | | | |
| Land & Building Charge | Per Relay Rack (Single Rack=10 sq ft) | NA | $30.65 | Per 1/4 of Rack Floor Area & Common Area | NA | $14.87 |
| Relay Rack Charge | SWBT Provided (Optional) | NA | $16.60 | Per 1/4 of rack | NA | $2.50 |
| **PLANNING** | | | | | | |
| Planning - Initial | Per Request | $4,489.21 | NA | Per Request | $4,549.53 | NA |
| Planning - Cabling Only | Per Request | $1,360.37 | NA | Per Request | $1,378.65 | NA |
| **POWER PROVISIONING** | | | | | | |
| Power Cable and Infrastructure: | | | | | | |
| CLEC provide & install cable feeds | Per Cable Rack | NA | $0.10 | Cable Rack A | NA | $0.08 |
| **POWER CONSUMPTION** | | | | | | |
| HVAC | Per 10 Amps | NA | $4.01 | Per 10 Amps | NA | $5.55 |
| DC Plant | Per Amp | NA | $7.36 | Per Amp | NA | $6.08 |
| AC Usage | Per Amp | NA | $2.12 | Per Amp | NA | $4.70 |
| **FIBER CABLE PLACEMENT** | | | | | | |
| Central Office: | | | | | | |
| Entrance Fiber Cable | Per Fiber Cable Sheath | $1,123.50 | $14.87 | Per Cable | $1,107.76 | $13.46 |
| Conduit Space/Structure Charge | Per Innerduct | NA | $1.17 | Per ft. Innerduct | NA | $0.0156 |
| **ILEC TO CLEC CONNECTION** | | | | | | |
| Voice Grade Arrangement | 100 Copper Pairs | $1,205.78 | $6.44 | | see note* | see note* |
| Voice Grade Arrangement | 100 Shielded Pairs | $2,817.00 | $12.76 | | see note* | see note* |
| DS1 Arrangement - DCS | 28 DS1 | $1,830.99 | $173.22 | | see note* | see note* |
| DS1 Arrangement - DSX | 28 DS1 | $1,830.99 | $30.95 | | see note* | see note* |
| DS3 Arrangement - DCS | 1 DS3 | $467.89 | $173.22 | | see note* | see note* |
| DS3 Arrangement - DSX | 1 DS3 | $467.89 | $12.79 | | see note* | see note* |
| Fiber Arrangement | 12 Fiber Pairs | $2,933.42 | $8.64 | Connection to FDF/Per Cable | $2,306.54 | NA |
| Rack, Hole and FDF | | NA | NA | Per Cable | NA | $7.78 |
| **CLEC TO CLEC CONNECTION** | | | | | | |
| Cable Racking for Optical | | NA | NA | Per Cable | NA | $0.23 |
| Cable Racking for DS1 or DS3 | | NA | NA | Per Cable | NA | $0.19 |
| Copper Cable | 28 DS1 | $1,830.99 | $0.78 | Per 28 Ckt (28 DS1) | $567.16 | NA |
| Coax Cable | 1 DS3 | $467.89 | $0.78 | Per 1 Ckt (one DS3) | $144.93 | NA |
| Fiber Cable | 12 Fibers | $2,933.42 | $1.25 | Per cable (Cable = 12 fibers) | $908.64 | NA |
| **TIME SENSITIVE ACTIVITIES** | | | | | | |
| **Pre-Visits** | | | | | | |
| CPAT | Per 1/4 Hour | $15.04 | NA | | | |
| Loop Electronic Coordinator | Per 1/4 Hour | $15.04 | NA | | | |
| Floor Space Planner | Per 1/4 Hour | $15.04 | NA | | | |
| Comm. Tech - Craft | Per 1/4 Hour | $12.45 | NA | | | |
| **Construction Inspections** | | | | | | |
| Project Manager | Per 1/4 Hour | $15.04 | NA | | | |
| CPAT | Per 1/4 Hour | $15.04 | NA | | | |
| **Equipment Maintenance and Security Escort** | | | | | | |
| Staffed - Attended Hours - Equipment Maintenance Labor Rate | | | | Per Hour | $45.60 | NA |
| Staffed - Attended Hours - Security Escort Labor Rate | | | | Per Hour | $44.22 | NA |
| Staffed - Unattended Hours - Equipment Maintenance Labor Rate | | | | Per Hour | $45.60 | NA |
| Staffed - Unattended Hours - Security Escort Labor Rate | | | | Per Hour | $44.22 | NA |
| Not Staffed - Normal Business Day - Equipment Maintenance Labor Rate | | | | Per Hour | $45.60 | NA |
| Not Staffed - Normal Business Day - Security Escort Labor Rate | | | | Per Hour | $44.22 | NA |
| Not Staffed - Non-Normal Business Day - Equipment Maintenance Labor Rate | | | | Per Hour | $45.60 | NA |
| Not Staffed - Non-Normal Business Day - Security Escort Labor Rate | | | | Per Hour | $44.22 | NA |

NOTE: In California, the collocation interconnect cabling is not recovered through collocation rate elements. The collocation interconnect cabling is included in the Expanded Interconnection Services Cross Connect (EISCC) on a per circuit basis.

**ATTACHMENT 2**

**(SBC)**

Cynthia J. Mahowald
Vice President and
General Counsel

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October 16, 2002

Susan Wittenberg, Esq.
Lauren Fishbein, Esq.
Telecommunications Task Force
Antitrust Division
U.S. Department of Justice
1401 H Street, NW, Suite 8000
Washington, DC 20530

Dear Susan and Lauren:

The following is in response to your questions noted below, which we discussed on October 9, 2002, regarding Pacific Bell's use of Trouble and Analysis codes.

- **Why did Pacific Bell convert from Maintenance Disposition and Cause codes to Trouble and Analysis codes for Special Services?** The conversion in the Pacific Bell/Nevada Bell region was undertaken to standardize the management of Special Services troubles in all SBC regions. Trouble and Analysis codes have been used for Special Services in the Ameritech, Southwestern Bell, and Southern New England Telephone regions for several years. For these companies, Trouble and Analysis codes were the basis for tracking specials troubles even before the process was mechanized, initially through the Circuit Installation and Maintenance Assistance Package ("CIMAP") system, and ultimately through the Work Force Administration ("WFA") system. Pacific Bell's conversion to Trouble and Analysis codes allowed uniformity across SBC, and the conversion followed Pacific Bell's and Nevada Bell's conversion to the WFA system, which includes the parameters associated with Trouble and Analysis codes.

- **Why are Trouble and Analysis codes only used for Special Services?** Trouble and Analysis codes are designed specifically for Special Services trouble reports, which are tracked administratively via the WFA system. Disposition and Cause Codes are designed specifically for Plain Old Telephone Service ("POTS") trouble reports, which are tracked administratively via the Loop Maintenance Operations System ("LMOS"). These codes are more numerous and more detailed, and deal with the unique issues and significantly greater volumes associated with POTS.

- **What are the new billing interfaces being developed based on Trouble and Analysis codes?** The billing interfaces take WFA Trouble and Analysis code data associated with the Maintenance of Service charge and automatically transfer the data into the customer billing database, emulating the manual entries performed by service representatives. The initial system code for this mechanization was developed in the Southwestern Bell region and its logic includes edits that are based on Trouble and Analysis codes (to ensure proper billing). The conversion to Trouble and Analysis codes allowed Pacific Bell and Nevada Bell to take advantage of this mechanization.

- **Do Pacific Bell's performance measures track data generated by these codes?** Pacific Bell collects and reports the same trouble report data under Trouble and Analysis codes as it did under Maintenance Disposition and Cause codes.

Please call if you have any additional questions.

Sincerely,

*[signature]*

cc:     Phil Sauntry, Esq.
        Brianne Kucerik

| Cynthia J. Mahowald | SBC Telecommunications, Inc. |
|---|---|
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October 16, 2002

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Dear Susan and Lauren:

As a follow-up to our discussion on Thursday, October 10, 2002, this letter provides additional information on the Mechanized Customer Production Support Center (MCPSC) and UNE-P ordering.

Attached are three documents regarding the MCPSC. The first two are Accessible Letters providing notification of the establishment of the MCPSC for the Pacific Bell region (*see* Attachment 1, CLECCS00-158 (Sept. 15, 2000), App. H, Tab 30) and giving detailed information concerning the types of inquires to be handled by the MCPSC, the IS Call Center, and the Pacific Bell/Nevada Bell LSC (*see* Attachment 2, CLECC02-068 (Feb. 26, 2002), App. G, Tab 50). Attachment 3 is a copy of the profile for the MCPSC, which was posted to the CLEC handbook in January, 2001, and which also delineates the types of calls to be handled by the IS Call center and LSC. In addition, as noted in Attachment 2, further information concerning the MCPSC, the IS Call Center and the PB/NB LSC is available to CLECs via the CLEC Online website.

With regard to UNE-P ordering, the approximate volume of UNE-P service orders processed in the Pacific region for July through September is as follows:

| PACIFIC UNE-P SERVICE ORDERS | | | |
|---|---|---|---|
| | EDI | LEX | TOTAL |
| July, 2002 | 73,150 | 10,710 | **83,860** |
| August, 2002 | 92,120 | 16,740 | **108,860** |
| September, 2002 | 119,940 | 18,290 | **138,230** |

The LEX UNE-P service orders were created from Local Service Requests (LSRs) sent on the LSOR 5.00 version or, effective August 3, 2002, the LSOR 5.01 version. The EDI UNE-P service orders were created from LSRs sent on the LSOR 3.06 version. As noted in the Affidavit of Stephen Huston and Beth Lawson, the service order creation and provisioning process is the same no matter which interface is used to submit an LSR. *See, e.g.,* Huston/Lawson Aff. ¶¶ 175, 193 (App. A, Tab 11). As further explained in the Huston/Lawson Affidavit, Pacific's "versioning" process allows CLECs using EDI to elect to stay on an existing EDI version when a new release is implemented. *See id.* ¶¶ 251-252. When CLECs choose to move to a new EDI version, they have access to all of the information and support mechanisms necessary to develop their interface. *See id. at* ¶¶ 231-250.

Using this information, NightFire developed an integrated EDI interface on the LSOR 5.00 version and, using that interface, received firm order confirmations on its test UNE-P LSRs (meaning that the LSRs were successfully received by Pacific, and passed LASR edits). *See* Saifullah Aff. Attach. A § 1.2.1 & App. C § 1.39 (App. A, Tab 18).

Please call if you have any additional questions.

Sincerely,

Enclosure

cc: Phil Sauntry, Esq.
   Brianne Kucerik

**PACIFIC⊠BELL** | *SBC global network*

"PACIFIC BELL – Notification of a New Operational Systems Support (OSS) Mechanized Customer Production Support Center Effective, October 2, 2000"

Date: September 15, 2000

Number: **CLECCS00-158**

Contact: Account Manager

This Accessible Letter provides notification that effective October 2, 2000, a new Toll Free number has been established for use by CLECs utilizing Operation Support Systems (OSSs) in the Pacific Bell region. CLEC inquiries involving pre-ordering and/or ordering activity via an OSS, should contact the Mechanized Customer Production Support Center at 1 (877) 681-2271. This group can be reached by selecting Option 2 and pressing 2 on the ACD menu. All other calls regarding connectivity issues, establishing or resetting USER IDs, or the reporting of system availability issues will continue to be directed to the IS Call Center by selecting Option 1 on the ACD menu. CLEC calls involving address validations will continue to be supported by the current OSS Help Desk.

The Mechanized Customer Production Support Center will be available by phone Monday – Friday: 7:00 a.m – 7:00 p.m. (CST).

The IS Call Center hours of operation are Monday – Friday: 7:00 a.m. – 9:30 p.m. (CST) and Saturday: 8:00 a.m. – 5:00 p.m. (CST). All other hours are covered via pager when the call is transferred to the hotline and the caller leaves a voice message.

Please direct comments and questions to your Account Manager.

Date: **February 26, 2002**

Number: **CLECC02-068**

Effective Date: **NA**

Category: **Other**

Subject: **(BUSINESS PROCESSES) Overview Of Business Responsibilities of The MPCSC, IS Call Center, and The Pacific Bell LSC**

Related Letters: **CLEC02-011**

Attachment: **Yes**

States Impacted: **Pacific Bell**

Response Deadline: **NA**

Contact: **Sbccmp@msg.pacbell.com**

Conference Call/Meeting: **NA**

At the request of CLECs in the Pacific Bell Region, an overview of business responsibilities is being shared for three of SBC's Customer Care Centers, the IS Call Center, the SWBT Local Service Center (LSC), and the Mechanized Customer Production Support Center. This document has been developed to provide a general understanding of responsibilities in the three centers and how the tasks performed in those business operations are designed to assist CLECs in their business practice. This Accessible Letter provides indication of which modifications in the operation of the Pacific Bell LSC are different from those in the SWBT region. Operations in the MPCSC and IS Call Center remain the same for all regions.

For related document subject matter, refer to the CLEC online table of contents and directory. The attached document (Pacific Bell LSC portion only) will be added to the CLEC Online and will be located under the CLEC Customer Service Contacts. (To access this section, go to CLEC Online at https://clec.sbc.com. Select Getting Started as a CLEC, then CLEC Customer Service Contacts.)

"MCPSC AL_update
PB_NB.doc"

| MCPSC  General Operating Parameters | |
|---|---|
| **Designed Functional Capability:  Handles questions related to systems and business processes in production.** | |
| **Center Hours of operation: 7AM to 7PM Central Time, Monday – Friday (except holidays which follow the SWBT Holiday schedule (See CLEC WEB Site)** | |
| **Center Contact Numbers and Applicable WEB Site Locations: 877-681-2271, Option # 2, also see CLEC.SBC.COM in handbook / ordering section.** | |
| **Center Escalation Policy: See http: // clec.sbc.com/hb/getmenu.cfm (Go to Mechanized Call Production Support Center Profile** | |
| **Center Call Back Goals: To resolve all calls on the initial contact. Customer callbacks are handled on an individual case basis.** | |
| **Primary Function** | **Further Definition** |
| λ   Provides business process support to CLECs using OSS applications for pre-order/order activity in the SBC regions. | λ   Mission of MCPSC<br>λ   (Questions regarding application development for release updates need to be addressed by the OSS support manager) |
| λ   Assists CLECs with issues pertaining to process flows within the applications. | λ   Also with order flows<br>λ   Provides clarity or interpretation of process flow when applicable if CLEC needs help |
| λ   Assists CLECs with error code analysis for each application. | λ   Provides CLECs help with error codes and how to resolve discrepancies. |
| λ   Assists CLECs with questions that are specific to data fields within individual applications. | λ   Includes all fields in all existing OSS systems supported by SBC<br>λ   Includes all fields in all new OSS systems brought into existence<br>λ   (Mapping issues for EDI do not go to MCPSC |
| λ   Addresses questions regarding service order exhibits and necessary requirements to process service orders when errors occur (where applicable). | λ   Includes questions on user guide order exhibits<br>λ   Interpretation of user guide language<br>λ   Questions related to underlying business rules |
| λ   Assists CLECs with system navigation when encountering difficulty with an SBC systems / application. | λ   (Toolbar helpdesk is separate and not connected to MCPSC)<br>λ   Will provide assistance re: which "button" id the correct one to use? |
| λ   Assists CLECs with business process and rules for pre-ordering and ordering transactions by assisting with LSOR/ LSPOR interpretations and issues. | λ   Includes Clarification of LSOR/LSPOR<br>λ   Assist with interpretation of information in the handbook as it relates to OSS<br>λ   Resolution of document issues. If documentation needs to be updated, MCPSC will go to the appropriate internal group to fix if identified by the MCPSC. |
| λ   Trouble shoots for business rule accuracy and system defects for CLEC using SBC OSS applications. | λ   Includes re-flow or re-send minimal number of transactions to CLEC at the request of the CLEC, including FOC and  REJ as appropriate<br>λ   Problems getting orders through<br>λ   Arrange for re-transmission of mechanized responses<br>λ   Escalation list is on the WEB site and in the CLEC Handbook<br>λ   There currently is no standard turn around time on issue resolution, since the goal is to resolve the issue and get back with the CLEC as quick as possible on every issue. |

| λ   Team handles the following edits | λ   LASR |
|---|---|
| |     ●□     List of LASR edits center has capability to currently handle. |
| |     ●□     See LSOR Section Texas User Guide  (section 5.7 for complete listing) |
| λ   Team handles the following SORD edits | λ   List of non-manual SORD edits center can respond to. |
| | λ   See Texas User Guide and tech Pub, Ordering, Sord Error Search |
| λ   List of OSS systems center can address | λ   See https:// clec.sbc.com/unrestr/custguide/clecoss.cfm (OSS Systems supported in CLEC Online) |

2

| LSC –Pacific Bell & Nevada Bell Region Only | |
|---|---|
| **Mission Statement: The central center where ordering and pre-ordering service order request are submitted , and processed prior to due date** | |
| **Center Hours of operation: Monday thru Friday 8:00 AM – 5:00 PM Pacific Time** | |
| **Center Contact Numbers and Applicable WEB Site Locations: Go to CLEC Online PB or NB Region Contact Numbers Are By Subject Categories ie Billing. ( Contact number online references are under revision to improve clarity – Target date 4/1/02)** | |
| **Center Escalation Policy: Go to CLEC Handbook – Request "escalation Matrix for Pacific Bell or Nevada " follow instructions. ( Current links are being revised to improve accessability – Target date 4/1/02)** | |
| **Center Call Back Policy: ( Current links are being revised to improve accessability – Target date 4/1/02)** | |
| **Primary Function** | **Further Definition** |
| λ  Resolves all order provisioning questions / Concerns / inquires for resale, UNE, interconnection, complex and LNP. | λ  Includes jeopardies – sends back to CLEC on due date issues<br>λ  Includes rejects<br>λ  Includes questions prior to the due dates<br>λ  (After due date questions goes to the LOC)<br>λ  LSC representatives are set up by product<br>λ  Manual requests – ROC (Received Order Confirmation)<br>λ  Manages the service order completion process<br>λ  Handles all questions regarding FOC<br>λ  LSC is setup by product and by customer |
| λ  Handles all firm order confirmation inquires. | λ  Includes questions about normally submitted or mechanized request.<br>λ  Includes completion, manually or mechanically submitted order |
| λ  Handles all service order completion inquiries. | |
| λ  Handles all requests to reserve unique telephone numbers. | λ  Responsible for assigning<br>λ  For any CLEC that does not use Verigate / Toolbar<br>λ  Any problems having to do with the primary function |
| λ  Handles all requests to verify CSR information. | λ  This is for CLECs not using Toolbar<br>λ  CLECs having problems<br>λ  LSC processes CSR request |
| λ  Handles all requests to process manual orders. | λ  Including orders entered electronically but which fall out into the LSC for manually handling<br>λ  Validates complete LSR before rejecting<br>λ  Includes manually faxed orders |
| λ  Handles all requests on manual reject status performed by the LSC. | λ  From either mechanized or manual orders |
| λ  Handles all requests to verify the status of pending orders. | λ  Including CLECs not using Toolbar or having problems<br>λ  Includes CLECs having problems accessing Toolbar |

3

| λ | Handles CLEC requests for SO expedites | |
|---|---|---|
| λ | Handles CLEC requests for escalations | |
| λ | Handles CLEC requests for facility checks | |
| λ | Handles jeopardies and reject inquires | |

| IS Call Center | |
|---|---|
| **Mission Statement: Handling of CLEC inquiries regarding connectivity issues, establishing or resetting USER Ids, Digital Certificates, or reporting of system availability are performed by the IS Call Center.** | |
| **Center Hours of operation: 7 AM to 9 PM Central Time, Monday – Friday and 8AM to 5 PM Saturday (central Time)** | |
| **Center Contact Numbers and Applicable WEB Site Locations: 314-235-7225 or 877-681-2271 Opt #1. Also by going to CLEC Online and selecting the IS Call Center Tab. (Password is required for access and can be obtained via the account team)** | |
| **Center Escalation Policy: See page one of IS Call Center Profile on their WEB Site** | |
| **Center Call Back Goals: To provide updates or follow-up on every open "ticket" within 24 hours** | |
| **Primary Function** | **Further Definition** |
| λ   Receives and handles CLEC calls regarding Connectivity issues.<br>λ   Setup two sections (1). Help desk, (2). User Admin | λ   Dial- up<br>λ   Direct connections<br>λ   File transfers w/EDI<br>   λ   List of file transfers center can address<br>λ   FTP<br>λ   NDM<br>λ   Toolbar<br>λ   Any connectivity problem regarding access for 13 states |
| λ   Receives and handles CLEC calls regarding digital certificates. | λ   For AIT - TCNET |
| λ   Receives and handles CLEC calls regarding the set up of CLEC User Ids. | λ   Coordinated through account manager and via CLEC profile<br>λ   Once a CLEC converts to block ID's the IS call center does not assign ID's anymore.<br>λ   If assistance is requested of call center, caller would be referred to CLEC personnel responsible for block ID |
| λ   Receives and handles CLEC calls regarding the resetting of passwords and application availability issues. | λ   Includes CLECs not able to connect to systems<br>λ   Questions on file transfers |
| λ   Coordinates testing of connectivity and file transfer at start-up | |
| λ   Re-flow of missing responses. | λ   Includes FOC, SOC, JEP, REJ |

# Mechanized Customer Production Support Center

# Profile

The SBC Mechanized Customer Production Support Center (MCPSC) provides business process support to all Competitive Local Exchange Companies (CLECs) using Operational Support Systems (OSSs) in all SBC LEC regions. The MCPSC will assist CLECs in analyzing error codes, as well as resolving issues pertaining to process flows within each application. The MCPSC will investigate and analyze Problem Reports resulting from a CLEC reporting a problem with an OSS application. Below are the functions performed by the MCPSC:

- Provide Business Process support to CLECs using OSS applications for preorder/order activity in the SWBT region
- Assist CLECs with issues pertaining to process flows within the applications
- Assist CLECs with error code analysis for each application
- Assist CLECs with questions that are specific to data fields within individual applications
- Address questions regarding service order exhibits and necessary requirements to process service orders when errors occur (where applicable)
- Assist CLECs with system navigation when encountering difficulty with an SBC supported System/Application
- Assist CLECs with business processes and rules for pre-ordering and ordering transactions by assisting with LSOR and ESOG interpretations and issues

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You can contact the SBC Mechanized Customer Production Support Center (MCPSC) by calling **877-681-2271** and selecting option 2 from the menu. The following prompts will guide you to the appropriate menu selections:

Option 1- Southwestern Bell Region  (Direct ACD 214-268-1544)
Option 2- Pacific Bell/Nevada Bell Region (Direct ACD 214-268-1541)
Option 3- Ameritech Region (Direct ACD 214-268-1542)
Option 4- SNET Region (Direct ACD 214-268-1543)

**Hours of Availability: 7:00 A.M. to 7:00 P.M. Central Time.**

For any problems requiring escalation, please select the following link:
https://clec.sbc.com/clec/hb/filelist/docs/010614-092320/OSS Escalation Matrix.doc

Please contact the IS Call Center at 314 235-7225 or select option 1 when dialing the MCPSC's main telephone number for the following issues:

- Connectivity issues
- Digital Certificates
- Set up of CLEC USER IDs
- Resetting of passwords and Application availability issues


Please contact your respective Local Service Center for assistance on the following issues:

- Order provisioning questions/concerns inquiries
- Firm order confirmation inquiries
- Service order completion inquiries
- Requests to reserve a Unique Telephone Number,
- Requests to verify HUNT identifier (HID FID)
- Requests to verify CSR information
- Requests to process a manual order
- Requests on manual reject status performed by the LSC
- Requests to verify the status of a pending order